

School Communication Plan for Parents and the Community



Yarrowarra Public School

Opportunity and success in a nurturing environment.

Reviewed 2025

Introduction

This plan outlines the principles, strategies and pathways in which our school communicates with the community and the community communicates with our school.

Communication Vision

It is the vision of Yarrawarra Public School to effectively communicate with all stakeholders and create an environment of cooperation, collaboration, and sense of community. Through efficient and productive communications with all stakeholders, the school will be known for providing quality education for all students. Yarrawarra Public School will actively pursue two-way communications by listening to its staff and community to continuously improve and evaluate communication efforts.

Purpose Statement

Community engagement is the system through which parents and the wider community can have a positive impact on learning, wellbeing and safety.

To best support this, clear, consistent, professional and accurate communication is required. This Communication plan will:

- Promote positive connections with the school
- Strengthen relationships with the school community
- Improve the learning, wellbeing and safety for all students

Objectives

Through the School Communication Plan, Yarrawarra Public School will:

- Increase parent knowledge of school operations and processes
- Provide clear and consistent two-way channels of communication between the school and parents/carers
- Respond appropriately to concerns raised by families and the school community
- Engage parents/carers in the learning process to improve education outcomes for students
- Promote a positive and nurturing learning environment for students

Guiding Principles

Everyone in the community contributes to a child's educational success. Together, we will raise our students to their highest potential.

The guiding principles which govern Yarrawarra Public School's communications to the school community are:

- Respect
- Inclusivity
- Transparency
- Trust
- Clarity
- Honesty

Audience

- Students
- Parents and carers
- Staff
- P&C Association
- Prospective parents
- The wider community
- The NSW Department of Education

Communication Strategies

The tables below outline the various strategies of communication between the school, parents / carers, students and community.

School Email Policy

Email is seen as an effective form of communication between the school and parents/carers. Yarrawarrah Public School expects that parents/carers and school staff will use email in a responsible manner. By communicating via email all users agree to adhere to this policy and the expected behaviours it outlines. Users who do not comply may be requested to cease communicating in this way.

Rationale

The use of email allows the school, teachers and parents/carers to communicate together in a quick and efficient manner.

Purpose

- To ensure the use of email communication between teachers and parents is carried out in a mutually respectful manner.
- To ensure all email communication is treated in a confidential, legal and ethical manner.
- To provide processes that minimise the chance of inappropriate use, and provide clear consequences of such usage.

Email Agreement

All users MUST adhere to all email conditions below.

1. Appreciate that using email to communicate does not result in an immediate response however a maximum 48 hour (2 working days) acknowledgment of receipt is expected. Actual response to an email query may take up to 2 more days depending upon request.
2. Recipient of an email agrees to not forward, cut or paste sections of a sender's email for further publication within the community without the explicit approval from the sender.
3. If a recipient feels they are receiving an unreasonable amount of emails they can request that the sender desist in sending further emails and that this request will be followed.
4. All email communication will be carried out in a professional and appropriate format and tone.
5. All school email users will adhere to the [Department of Education School Community Charter](#) for email communication.

School Communication

Quick Reference: Information, Communication and Engagement

SHARING / ENGAGEMENT	INFORMATION & COMMUNICATION
To engage in our school events, classroom activities and students' achievements please access	To find out information about general school business, group-specific events and activities please use the following platforms:
Facebook	School Bytes Parent Portal/App
Yarrawarra Public School Website	Email
Flexischools	Flexischools
Newsletter	Newsletter
Instagram	

School Bytes Parent Portal/App

Parents/carers **are required** to download the School Bytes Parent App to their phone via the App Store or Google Play and register using your email address and/or phone number that is connected to the school.

Yarrawarra Public School uses this app to:

- Send messages and push notifications to parents/carers
- Advise parents/carers of upcoming school events via the calendar
- Send and receive absence notifications
- Upload digital copies of semester reports
- Book parent/teacher interviews
- Notify parents/carers of Sick Bay attendance
- Publish the monthly newsletter
- Provide family statements of account
- Issue fee reminders
- Share the weekly *What's On*
- Distribute permission notes
- Send reflection attendance notifications

- Facilitate payments
- Manage all other communication with parents/carers

Email

Email is the preferred means of communication between parents / carers to Yarrawarra Public School. Parents and carers are asked to use email to contact the school regarding their child at yarrawarra-p.school@det.nsw.edu.au so that the message can be forwarded to the appropriate staff member. An acknowledgement email will be returned to notify acceptance of the email and staff are required to respond within 2 working days. If parents and carers have any queries or concerns their child's classroom teacher is the first contact. This is important to develop and maintain positive partnerships. If the matter is of a serious nature, the leadership team, which includes the Principal and relevant Assistant Principal(s) will be informed.

Student Absences

School Bytes is the only way for parents to inform the school of absences. Parents must reply to the text message that is sent out at 10am each day. Absences need to be reported on the day. Any absences not explained will be followed up by the Attendance Welfare Officer.

Phone Calls

Staff at Yarrawarra Public School may call families to provide immediate communication about their child. This may occur when a student is in sick bay and requires immediate parent action or emergency services.

Parent Information Sessions

Parent Information Sessions are held in Term 1 each year. Teachers provide information about the class, organisation, events and the teaching and learning that will be taking place throughout the year. These sessions are a wonderful opportunity to 'get to know' one another and build positive partnerships.

School Reports

School reports are sent home digitally via the School Bytes Portal at the end of each semester and address each student's development intellectually, socially, emotionally and physically. These reports are written by the classroom teacher and include information regarding the student's strengths and areas for development, achievement and attendance, as well as social development and commitment to learning.

School Interviews

School interviews are booked through School Bytes in Term 1 and Term 3. These interviews are with the classroom teacher and discuss the student's transition to the new class and grade, any concerns, areas of strength, areas of development and student goals.

School Website

The school website is used to provide information about the Annual School Report, School Excellence Plan and School Policies. Specific school information about teaching and learning, supporting our students, staff, P&C and uniforms is also available.

School Newsletter

The school newsletter is used to provide information regarding various events, notices, and activities within the school. It is available through School Bytes, Facebook and the school website. Each class has a showcase piece published in the newsletter once per year (or more on special occasions).

Assemblies

School Assemblies are held fortnightly (Odd Weeks) on Friday from 2:30pm - 3:15pm. At each assembly, a school value is highlighted (REACH) and student achievement is celebrated.

Facebook

Yarrawarra Public School has a Facebook page (facebook.com/YarrawarraPublicSchool) that is used to share upcoming events, RSVP attendance numbers for events, showcase promotions, advertise the newsletter, provide real-time information, inform the community of the Weekly What's On, pushout reminder posts for excursions and showcase school events and students' achievements.

Flexischools

From 2026, **Flexischools will replace School24**. This platform connects schools, parents, and carers through a single system, providing simplified access for parents and streamlined management for our school. Parents / carers **are required** to download the Flexischools App to their phone via the App Store or Google Play and register using your email address that is connected to the school.

The Yarrawarra Public School community will use this app to:

- Share and receive information about P&C events
- Purchase uniforms
- Order from the canteen
- Participate in special food days (e.g. Slushie and Sushi Days)
- Support fundraising events
- Access parent volunteer schedules

Instagram

Yarrawarra Public School has an Instagram account: *@yarrawarrahps*, that is used to share photos and reels of students, teachers and school events. Please note: All publicity permissions are checked prior to taking and posting photos.

YPS Parent Communication - Cheat Sheet



S I C K O R A B S E N T	My child is sick.	Advise or reply to the text message via School Bytes Parent Portal/App
	My child will be absent (eg: appointment or short holiday).	Advise in advance via the School Bytes Parent Portal/App or reply to the SMS message sent each day.
	My child will be on leave for 5 days or more.	Complete Application for Extended Leave form available on the School Bytes Parent Portal.
	My child is late or is leaving early.	They should present directly to the school office for late or early slip with an adult.
	I have been notified my child is sick at school.	For minor incidents (ie: the child can stay at school), you will receive a push notification from the School Bytes Parent Portal/App. If your child needs to go home or have medical assistance, you will receive a direct phone call.
	Pick up arrangements for my child have changed for that day.	Phone the school office directly, allowing reasonable time before pick up.
T E A C H E R C O N T A C T	I need to contact a teacher. 1. Class teacher 2. Assistant Principal 3. Principal	Email the school, Att: the teacher's name, and the office will forward your email to them.
	I would like to meet with a teacher. 1. Class teacher 2. Assistant Principal 3. Principal	Email the school, Att: the teacher's name, and the office will forward your email to them.
	My child needs support (eg: classroom or playground issue). 1. Class teacher 2. Assistant Principal 3. Learning and Support Teacher 4. School Counsellor 5. Principal	Email the school, Att: the teacher's name, and the office will forward your email to them.
	I would like to make a complaint or give positive feedback.	Email the school, and the office will forward your email to the relevant person. Alternatively, approach your child's teacher before or after school (not Wednesdays).

O F F I C E I N F O R M A T I O N	My child has forgotten something important (eg: their lunch).	Phone the school office directly or bring the item to the office.
	My child has awards to hand in.	Place the awards in an envelope with their name and put it into the letterbox outside the office window. The deadline for awards to be received is Wednesday before each assembly.
	I would like to volunteer at school	Email the office to be sent a Working with Children form.
	I need to pay for something.	Use the School Bytes Parent Portal/App or Flexischools App to make a payment.
	I have credit on my child's account.	Email the office to discuss. Credit can also be applied via the School Bytes Parent Portal.
	I need further information about an upcoming event, or school policy.	Refer to the School Bytes Parent Portal/App or school website for information.
	I need to ask if an event is cancelled (eg: PSSA when it's raining).	Check push notifications in School Bytes Parent Portal/App or the YPS Facebook page.
	I need an update of the arrival time when my child is on an excursion.	Check push notifications in School Bytes Parent Portal/App or the YPS Facebook page.
	I need regular updates on what is happening at school.	Click on the school newsletter link every month that has been sent out via School Bytes. Check the School Bytes calendar.
P & C	I need a school uniform.	Orders can be placed through the Flexischools App or email the P&C Uniform Coordinator.
	My child would like a lunch order.	Orders can be placed through the Flexischools App (note: check P&C Facebook page for dates when the canteen is open).
	I need to contact the P&C.	Email the P&C directly or check the P&C Facebook page.
	I would like to attend a P&C meeting.	Check the P&C Facebook page for details. Meetings are held Monday nights 7pm in Weeks 3 and 8.

YPS Contact Information

School Email:

yarrowarra-p.school@det.nsw.edu.au

Phone:

(02) 9520 0277

Website:

<https://yarrowarra-p.schools.nsw.gov.au/>

School Bytes:

<https://portal.schoolbytes.education/>

YPS Facebook:

[https://www.facebook.com/
YarrowarraPublicSchool](https://www.facebook.com/YarrowarraPublicSchool)

P&C Email:

yarrowarrahpandc@gmail.com

P&C Facebook:

[https://www.facebook.com/groups/
YarrowarraPandC/](https://www.facebook.com/groups/YarrowarraPandC/)

Flexischool:

<https://user.flexischools.com.au/login>

